



Wisconsin Shares EBT Basics for Child Care Providers



WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

Introduction

EBT Parent Pay Project Manager

Effective June 1, 2015 – Kevin Sime
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Wisconsin Vision

Currently:

The Department makes Wisconsin Shares child care payments directly to child care Providers

Under EBT Parent Pay:

Parents will initiate
Wisconsin Shares payments
to child care providers via
Electronic Benefits Transfer (EBT)

The Benefits of EBT For Parents and Providers

- Reinforces that Wisconsin Shares child care subsidy program is a financial benefit program for working parents.
- After selecting the provider, the child care benefits and the YoungStar quality adjustment are placed on the EBT Card, helping parents understand the costs and the value of high-quality child care.
- Like private pay parents, the Wisconsin Shares parent may initiate the payment to the provider in advance, before care is provided.
- Speeds up payments to providers, increases stability for child care operators, and strengthens continuity of care for children.
- Eliminates Wisconsin Shares attendance reporting.
- Promotes a business relationship between parents and providers to assist parents' transition to the private market.

Consistent with Federal Initiatives

CCDBG – Reauthorization Law

(Child Care and Development Block Grant)

- Family friendly policies including 12-month eligibility determination period for families receiving child care subsidies.
- New provider-payment practices: States must establish policies that reflect generally accepted payment practices for child care providers.
- Paying for absence days.

What is an EBT Card?

- Plastic card, similar to a bank card, issued to benefit recipients
- Card is loaded with benefits on a monthly basis
- Cardholder (WI Shares parent) initiates child care payment to service providers (child care provider) via phone, website or swipe card
- The EBT card can be used *only* to access child care benefits – ***not cash***

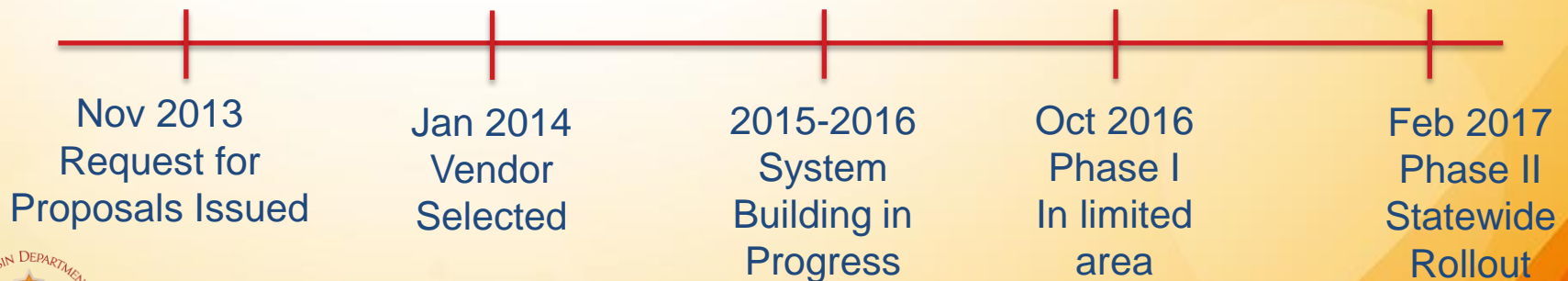
Wisconsin Shares EBT Card

SAMPLE CARD

Parent Name

EBT Implementation Timeline

- Request for Proposal (RFP) – Issued November 2013
- Vendor Selected: FIS – Fidelity National Information Services
 - Experienced vendor including Wisconsin's Foodshare.
 - Implemented child care EBT card in Kansas and Utah
- Phase I in late 2016 and Phase II in early 2017
 - Phase I includes 630 La Crosse area child care families in 8 counties: Buffalo, Clark, Jackson, Monroe, Pepin, Trempealeau, Vernon and La Crosse
 - Certified and licensed child care providers who serve them



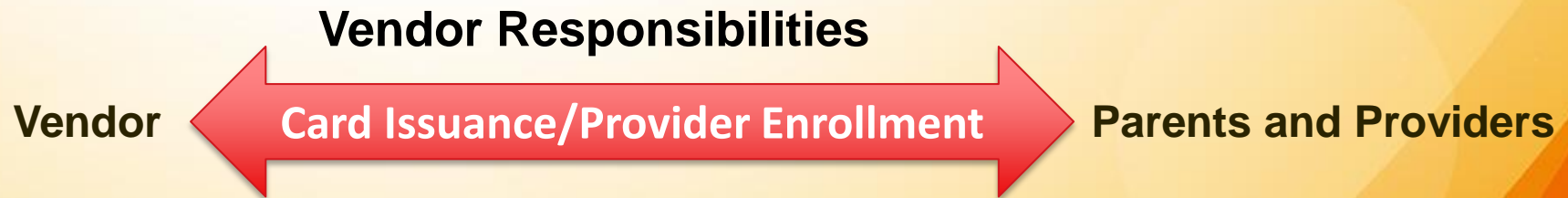
How EBT Works for Wisconsin Shares

- The Department of Children and Families and the EBT vendor (FIS) exchange automated files:
 - Demographic information about parents and children
 - Licensed and Certified providers
 - EBT Authorizations: Amount available to pay child care providers
 - Payment transactions to providers



How EBT Works *(continued)*

- EBT Card Issuance:
 - Vendor (FIS) sends the cards to parent/cardholder
 - One card per family, plus one optional secondary card holder
 - Parent/cardholder activates the card and selects a PIN number
- Provider Enrollment:
 - Vendor (FIS) sends a contract to each provider
 - Maintain a provider enrollment database with provider name, contact information, and the provider's banking information
 - Assigns a provider number that parents will use to initiate payments



EBT Processes

- Worker and parent determine the family's child care needs.
- Parent identifies the provider or providers that will care for the children.
- Worker enters info into DCF's CSAW automated child care system.
- "EBT Authorization" is created and communicated to the parent and to the provider.
- DCF sends child care benefit amounts to the EBT vendor to load the EBT card each month.
- Parent uses the EBT card to initiate the child care payment or payments to the identified providers.
- Vendor issues payment transaction directly to the provider bank account within 2 – 3 banking business days.

EBT Authorizations

- Each EBT Authorization includes three elements:
 - Child;
 - Provider designated by the parent; and
 - Hours of care/subsidy amount for the child.
- EBT Authorization amount loaded on the card will include:
 - Monthly Wisconsin Shares subsidy; plus,
 - The YoungStar quality adjustment.
 - The combined total amount on the card will be capped so that it will not exceed the provider's private pay rate.

**Authorized
amount**
\$\$



Wisconsin Shares EBT Card

SAMPLE CARD

Account #

Toll-free #

Website

Parent Name



Parent Payments to Providers

- Parent has three ways to initiate a payment to providers:
 - Telephone (most frequent)
 - Website
 - Swipe Card for participating providers (usually large providers)
- For each transaction/payment the Parent inputs three elements:
 - Child
 - Provider authorized to care for that child
 - Child care benefit amount to the provider

Wisconsin Shares EBT Card

SAMPLE CARD

Account #

Toll-free #

Website

Parent Name

Vendor (FIS) Services

- For Parents, a toll-free phone line and web portal:
 - To initiate payments to providers
 - To confirm benefit loads, balances and check transaction history
 - Telephone customer service agents for problem resolution; Report lost or stolen cards, etc.
- For Providers, a toll-free phone number and web portal:
 - To review individual payment transactions and payment history
 - Trained customer service agents for problem resolution



Who Pays the EBT Costs and Fees?

- Under the EBT Contract, DCF pays a per-transaction fee to the EBT Vendor (FIS)
- No transaction fees are paid by parents or providers
- Vendor offers Point of Service (POS) card reader device
 - *Optional* for providers
 - Lease fee: Providers pay the vendor \$14.50 per month
 - FIS is responsible to provide and maintain the POS device
 - FIS is responsible to train providers on the use of POS device
 - POS device reads *only* Wisconsin Shares EBT Cards

Planned DCF

EBT Automation Supports

- **Parent Portal:** Customers will use ACCESS ID and passwords to logon, but will connect to CSAW. Parent can report child care changes, and request new EBT Authorizations. Portal may include Child Care EBT benefit simulator.
- **Provider Portal:** Built on CCPI model. Password-protected way for providers to view authorizations in *real-time*, and possibly to report rates and other changes. (Later expansion for other purposes: Licensing changes/YoungStar contracts, etc.)

Note: Automation supports may roll out after statewide EBT Implementation.

EBT Communication Plan

- **2015 Outreach and Communication to:**
 - Provider Organizations and Membership - Meetings and Conferences
 - Counties, Tribes, and Child Care Case Workers
- **2016-17 Intensive Outreach and Training for:**
 - Parents
 - Providers
 - Child Care Case Workers
- **2017 General Information for:**
 - Other Partners
 - Legislators
 - Public



Certifiers, Licensers And Young Star Partners

Assistance with EBT Parent Pay Rollout:

- 2015 - Learn the Basics of EBT Parent Pay
- 2016 - Distribute brochures and other informational materials during Provider site visits
- 2016-17 Become familiar with Frequently Asked Questions; and Learn about available EBT Support Resources for Providers and Parents
- 2017 Be a resource to ***Help the Providers Help the Parents*** during Transition

Questions?

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Thank you for attending!

